MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2015/2016

PGD0015 – GROUP DYNAMICS

(All sections / Groups)

2 JUNE 2016
2.30 p.m. – 4.30 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **16 pages**.
2. Answer **ALL** questions.
3. Shade your answers on the OMR sheet.

MULTIPLE CHOICE QUESTIONS [100 MARKS]

Instructions: Answer **ALL** questions. Shade your answers on the **OMR** sheet.

1. Social psychologists emphasize on _____ in the study of group dynamic.
   A. individual difference
   B. individual behaviour in group
   C. individuals and how groups work
   D. individual members as the unit of analysis

2. All students enter the lecture hall and find themselves a seat. This behaviour indicates a social _____.
   A. role
   B. norm
   C. status
   D. hierarchy

3. Your best friend begged you to show him your answers in the middle of the examination. You know that it is wrong to cheat during examination but your friend has always been there you need help. In this situation, you experience _____ conflict.
   A. role
   B. norm
   C. status
   D. identity

4. It is important for _____ so that members are committed to group goals.
   A. group leader to clearly presented the group goal
   B. group members to be involved in defining the goals
   C. group members to function as a source of independence
   D. group members to have desirable goal to the same extent

5. Members in both pseudo groups and traditional work groups are _____.
   A. exploited by each other
   B. evaluated as individuals
   C. positively interdependent
   D. evaluated based on personality difference

6. Which of the following is the shared characteristic of Tuckman's five-stage model and Johnson's seven-stage model?
   A. Both the theories are recurring phase models.
   B. Members rebel against working together at one point
   C. Group norms become internalized in the first two stages
   D. The leader has to explain the procedures towards achieving the goal

Continued...

Question no. 7 - 10 are based on Table 1.

Table 1: Types of Group

A. A group in which members work together to accomplish shared goals. Members perceive that they can reach their goals if and only if the other group members also reach their goals.	C. A group whose members have been assigned to work together but who have no interest in doing so. The structure promotes competition at close quarters.
B. A group that meets all the criteria for being a functional group and outperforms all reasonable expectations, given its membership.	D. A group whose members agree to work together but see little benefit from doing so. The structure promotes individualistic work with talking.

7. Which statement describes traditional group?

8. Which statement describes pseudogroup?

9. Which statement describes effective group?

10. Which statement describes high performance group?

11. Which of the following is the best way to understand group dynamics?
    A. Apply group skills
    B. Read as many books as possible
    C. Formulate correct action theories
    D. Anticipate what actions will lead to what consequences

12. Action theory _____.
    A. is used in research for group dynamics
    B. discusses about action heroes and games
    C. shows that actions are needed to achieve something
    D. can be used to predict what action someone will take

13. _____ can create action theories.
    A. Everyone
    B. Group dynamics scholars
    C. People with automatic behavior
    D. Group dynamics learners when engaging in experiential learning

Continued...

14. The purposes of experiential learning include _____.
    I. To modify attitudes
    II. To gain new experience
    III. To alter cognitive structures
    IV. To expand behavioural skills

    A. I, II, III
    B. I, II, IV
    C. I, III, IV
    D. II, III, IV

15. Arrange the following according to the sequence of experiential learning.
    I. Test the action theory
    II. Assess the action theory
    III. Modify the action theory
    IV. Reflect on the experience
    V. Formulate an action theory

    A. I, II, III, IV, V
    B. II, IV, III, V, I
    C. V, I, II, IV, III
    D. III, II, V, IV, I

16. The most important step in learning group skills is to _____.
    A. read about how to do the skill
    B. watch someone else perform the skill
    C. practice the skill while getting feedback
    D. practice the skill in alone in your own room

17. Experiential learning is different from traditional lecture approach because _____.
    A. experiential learning emphasizes on the value of knowledge
    B. traditional lecture approach emphasizes on the value of knowledge
    C. the learner decides what aspect of the material to learn in experiential learning
    D. the learner decides what aspect of the material to learn in traditional lecture approach

18. Procedural learning is different from book learning in that procedural learning _____ than book learning.
    A. relies more heavily on feedback
    B. emphasizes readily usable insights more
    C. is more accepted in traditional school setting
    D. is based on acquiring larger chunks of information

Continued...

19. A competent group member is able to take note of both _____.
    A. the content and the process of group work
    B. the feedback given and the principles of experiential learning
    C. the way the group works and the roles group members take on
    D. the principles of experiential learning and effectiveness of role playing

20. Group observation has the main purpose of _____.
    A. improving the group functioning
    B. giving the observer power over the group
    C. criticizing group members' communication skills
    D. allowing group members to practice being an observer

21. The basis of effective feedback is accurate _____.
    A. role play
    B. observation
    C. skill training
    D. anticipation of learning outcomes

22. We refer to sender credibility before believing in news. Sender credibility means _____.
    A. how trustworthy most people perceive the sender
    B. how trustworthy the receiver perceives the sender
    C. how trustworthy the sender perceives himself/herself
    D. how trustworthy the receiver perceives himself/herself

23. We can claim that the communication is effective when _____.
    A. the receiver has good listening skills
    B. the receiver is willing to follow the sender's instruction
    C. the receiver agrees with the sender about the topic in question
    D. the receiver interprets the message the same way the sender meant it

24. Which of the following action will most probably be taken by an effective sender?
    A. Send a message only once
    B. Evaluate the receiver's behavior
    C. Provide feedback on the clarity of the message
    D. Make the verbal and nonverbal messages congruent

25. Yuto admires Sarang but he pulls her hair to express his feelings as he is shy and embarrassed. Sarang is really upset by Yuto's action. Which one of the seven basic elements of communication is not appropriate in this situation?
    A. Channel
    B. Feedback
    C. Decoding
    D. Encoding

Continued...

Question no. 26 - 29 are based on the following situation.

A few students gather in the classroom.

Robert : Good morning, everyone. We are here today to discuss about our assignment. I've compiled and shared all the suggestions with you on our Facebook page. Now, let's vote and decide what item we are going to produce. Susie, thanks for printing out the list of options. James, can you help in counting the votes? Cindy, can you stop chatting on Whatsapp and focus in our discussion? Kara, we can have our "wefie" later, not now, please.

James : Alright.

Everyone starts voting.

26. The "channel" refers to _____ for the conversation above.
    A. wefie
    B. Whatsapp
    C. Facebook page created
    D. Face-to-face communication

27. Who is the source of noise in this situation?
    A. Susie
    B. James
    C. Cindy
    D. Robert

28. Encoding happens when _____.
    A. Robert is talking
    B. James start counting the votes
    C. Cindy continues chatting on Whatsapp
    D. Karaputs down her camera and listen to Robert

29. The communication network recommended for the situation is _____.
    A. Y
    B. chain
    C. circle
    D. wheel

30. Afizal and Suhaimi are discussing about two brands of smartphone at a party. Afizal disagrees with Suhaimi who claims that brand A is better than brand B. Noise in the case refers to _____.
    A. the party
    B. Suhaimi's way of talking
    C. Afizal's preference of Brand B
    D. the party organizer who is talking on the stage

Continued...

31. In two-way communication, _____, whereas in one-way-communication, _____.
    A. both sending and receiving skills are needed; the receivers are active
    B. participation is distributed; the sender is less frustrated than the receivers
    C. effectiveness is determined by the clarity of message; the senders are passive
    D. decision making takes less time; the dialogue is unsatisfactory for the receivers

32. Among competing groups, the communication tends to be _____.
    A. effective
    B. defensive
    C. cooperative
    D. constructive

33. According to Bales (1953) and Homans (1950), groups need to _____.
    A. apply promotive and counteractive functions
    B. balance work on tasks and work on group development
    C. develop distinct socioemotional roles for each member of the group
    D. focus on goal achievement and adapting to their environment to survive

34. The main receiving skills include _____.
    A. negotiating for meaning, repetition, practice
    B. paraphrasing, perception checking, repetition
    C. negotiating for meaning, perception checking, practice
    D. paraphrasing, negotiating for meaning, perception checking

35. The function of feedback in one-way communication with feedback is _____.
    A. to make the communication appear more democratic
    B. to provide the receivers with an opportunity to influence decision making
    C. to acknowledge the sender about what the receivers think of the message
    D. to inform the sender about how well the receivers understood the message

36. "Promotive"functionin the concept of communications is related to _____.
    A. visual thinking
    B. critical thinking
    C. creative thinking
    D. abstract thinking

37. Based on Homans (1950), "external systems" is related to _____.
    A. the development of the group
    B. the procedures to achieve the goal
    C. the socio-emotional roles in group
    D. the relations among group members

Continued...

38. _____ occurs when the message gets passed on through several people, certain parts of the message get more dominant, whereas other parts will be left out.
    A. Leveling
    B. Sharpening
    C. Assimilation
    D. Accommodation

39. Group communication refers to _____
    A. the exchange of words among group members
    B. the notion of verbal behaviour perceived by other group members as meaningful message
    C. the sending and receiving messages with the intent of influencing group members' behaviour
    D. the linear sequence of sending and receiving verbal and nonverbal messages in order to achieve group goals

40. What does an information gatekeeper do?
    A. Translate and interprets messages
    B. Read more in their field and consult more with outside sources than do other group members
    C. Receive messages from superiors and outside sources and read, listen, and reflect on written reports and verbal messages to a greater extent than do other members
    D. Do all as stated in A, B and C

41. When analyzing group communication, we pay attention to three levels of interaction. What are the three levels of interaction?
    I. Depth of discussion
    II. Who communicates to whom
    III. Patterns of triggering communication acts
    IV. Frequency and length of communication acts

    A. I, II, III
    B. I, II, IV
    C. I, III, IV
    D. II, III, IV

42. Which one of the following is **NOT** the psychological processes characterize the simplification of a message?
    A. Leveling
    B. Sharpening
    C. Assimilation
    D. Accommodation

Continued...

43. A highly credible sender is one who is _____.

I. trustworthy
II. motivated to tell the truth
III. in possession of expertise
IV. reliable as an information source

A. I, II
B. II, III
C. II, III, IV
D. I, II, III, IV

44. What is the effect of seating arrangements on group communication?

A. The easy eye contact among each member is likely to lead to hostility.
B. The members tend to communicate more with those sitting across them.
C. The formal seating arrangement induces feelings of ease in group members.
D. The members are aware of and recognize the importance of seating arrangements as reflective of the status of group members.

Question no. 45 to 47 are based on Table 2.

Table 2: Leaders

A. They are not very emotionally involved in their interpersonal relationships as it is easier to manipulate others if they are viewed as objects rather than as fellow humans.
B. They inspire their followers to love and be passionately devoted to them.
C. Leaders are born, not made.
D. Handling and maintaining the status quo is the main concern.

45. Which statement describes trait theory of leadership?

46. Which statement describes charismatic leaders?

47. Which statement describes machiavellianism leaders?

48. "The relationship between leaders and their followers is based on reciprocity." Which theory of leadership makes the above claim?

A. Influencetheory of leadership
B. Autocratictheory of leadership
C. Democratictheory of leadership
D. Laissez-fairetheory of leadership

Continued...

49. Why is group members' satisfaction the highest when they have ademocratic leader?
    A. The leader considers about their opinions and feelings.
    B. The leader will make all the decision, hence long discussion can be avoided.
    C. The leader tends to influence their thinking so that everyone conform to his idea.
    D. The leader is not involved in decision making, hence members can do what they want.

50. How can group productivity be best promoted?
    A. An autocratic leadership style
    B. A group structure with well-defined roles and responsibilities
    C. An interaction-oriented leadership style with emphasis on group cohesiveness
    D. A person-oriented leadership style where consensus in decision making is actively encouraged

51. Which of the following leader is most effective?
    A. A leader who follows the advice of the experts
    B. A leader who practice democratic leadership style
    C. A leader who shows that they are in charge and make decisions accordingly
    D. A leader who shows concern for group members while clearly defining roles and expectations

52. The relationship where the leader needs the group members as much as he/she is needed by the members is called _____.
    A. influence
    B. repetition
    C. interactive
    D. reciprocity

53. According to the role position approach to leadership, a leader must be someone with _____.
    A. a position of authority
    B. well-defined roles for all group members
    C. the ability to influence other group members
    D. the traits appropriate to a certain historic situation

54. In the study on leadership styles, the frequency of aggressive acts is higher under _____ leaders than under _____ leaders.
    A. democratic and laissez-faire; autocratic
    B. autocratic and laissez-faire; democratic
    C. democratic ; autocratic and laissez-faire
    D. autocratic and Machiavellian; democratic

Continued...

55. Which of the following describes distributed-actions theory of leadership?
    A. All tasks should be equally distributed among the members.
    B. Interaction-process analysis always presents in effective groups.
    C. Any group member can become a leader if their actions help the group.
    D. There is a strong negative correlation between participation and leadership.

56. With _____ leadership, group members are dependent on the leader.
    A. autocratic
    B. democratic
    C. laissez-faire
    D. people-oriented

57. It is important to create a mutual vision with followers because _____.
    A. it is impossible to lead without a vision
    B. it enables the leader to control the followers
    C. followers will not contribute unless they accept the vision
    D. the followers like to know that their leader has good ideas

58. Leaders that practice _____ leadership do not participate in decision-making.
    A. autocratic
    B. democratic
    C. laissez-faire
    D. people-oriented

59. Based on distributed-actions theory of leadership, _____ is related to goal leadership; while _____ is related to relationship leadership.
    A. Relieving tension; summarizing
    B. summarizing; facilitating participation
    C. summarizing; directing the group's efforts
    D. relieving tension; encouraging members to participate

60. Which of the following is **NOT** the reason for dividing responsibility among group members under the distributed-actions theory of leadership?
    A. To utilize the expertise of all the members
    B. To get commitment to the group from the members
    C. To encourage teamwork for dominance among members
    D. To encourage competition for dominance among members

61. Which of the following is related to organizational leadership?
    A. Lead by example
    B. Manage the status quo
    C. Encourage competition among group members
    D. Identify the traits of good group among members

Continued...

62. According to Hersey and Blanchard's theory, when group members have low level of maturity, the appropriate leadership is _____.
    A. high task/low relationship (telling)
    B. high task/high relationship (selling)
    C. low task/low relationship (delegating)
    D. low task/high relationship (participating)

63. According to Bales and Burke's interaction-process theory,_____.
    A. committed group members provide social emotional leadership
    B. negative emotions are expressed twice as often as positive emotions
    C. members engage in social-emotional and task-oriented activities to achieve personal balance
    D. group members focused on task activities will create tension among members less committed to the task

64. According to Hersey and Blanchard's theory, _____ refers to the stage where group members have the ability and knowledge to complete the task.
    A. telling
    B. selling
    C. delegating
    D. participating

65. Fiedler's situational theory of leadership involves all the following conditions **EXCEPT** _____.
    A. task clarity
    B. leader power
    C. member maturity
    D. leader-member relations

66. In_____, leaders highlight that if members are not working to increase their expertise, they are losing their expertise.
    A. encouraging the heart
    B. creating a mutual vision
    C. challenging the status quo
    D. understanding bad leadership

67. Which of the following is related to constructive conflicts?
    A. It strengthens relationships.
    B. It allows the stronger party to win.
    C. It can result in more conflicts in the future.
    D. It allows the weaker party to ask for mercy.

68. Which of the following is true about a conflict-negative group?
    A. Sees conflict as a unitary
    B. Sees many values in conflict
    C. Seeks out and encourages conflict
    D. Sees conflict as part of the solution

Continued...

69. When someone is spreading false rumors, he/she is showing _____ aggression.
    A. direct
    B. indirect
    C. emotional
    D. instrumental

70. For Shafiq, his love relationship is more important than his career goals. When his girlfriend invites him for a movie while he has to submit a proposal to his boss the next day, he will probably use _____ conflict management strategy.
    A. forcing
    B. smoothing
    C. compromising
    D. problem-solving negotiations

71. Robert does not agree with the task distribution by the leader and he knows that he is losing his control of his emotion, so he walks away.He is using _____ conflict management strategy.
    A. smoothing
    B. withdrawing
    C. compromising
    D. problem-solving negotiations

72. In order to be competent in managing conflicts, it is advised that we _____.
    A. learn to avoid conflict
    B. learn to do all five strategies
    C. do whatever feels like the natural thing to do
    D. learn to always use problem-solving negotiation

73. During a negotiation, you are worried about whether to believe the other. In this situation, you are experiencing the _____.
    A. norm of equity
    B. dilemma of trust
    C. norm of reciprocity
    D. dilemma of honesty

74. During a negotiation, Alif thinks the other negotiator is being kind to his offer and his is considering returning the same kindness to him. At this point, he is feeling the _____.
    A. norm of equity
    B. dilemma of trust
    C. norm of reciprocity
    D. dilemma of honesty

Continued...

75. When conflict arises, the first thing to do is to _____.
    A. try problem-solving negotiation
    B. withdraw until you have decided which strategy to use
    C. weigh short term gains against potential long term losses
    D. consider who will win and lose if a settlement is reached

76. Your goal in a distributive negotiation is to _____.
    A. maximize outcomes for both you and the other
    B. minimize outcomes for both you and the other
    C. maximize your outcomes while minimizing the other's
    D. minimize your outcomes while maximizing the other's

77. Who wins in the one-step negotiation?
    A. Whoever has the least power
    B. Whoever is the most insistent
    C. Whoever has the greatest need
    D. Whoever has the greatest power

78. In a negotiation, when presenting reasons for what you want, it is most crucial to _____.
    A. be ready to give better reasons than the other person
    B. reaffirm how sad you will be if you do not get what you want
    C. arrange to allow the other person to win 50 percent of the time
    D. listen carefully and decide if the other person's reasons are valid

79. It is important to _____ in integrative negotiation.
    A. understanding quickly
    B. see things from the other's perspective
    C. persuade the other person to see your side
    D. know and use the weaknesses of the other person

80. It is good to _____ in inventing creative options.
    A. make a quick decision
    B. think of as many options as possible
    C. quickly discard complicated options
    D. Stick to the solutions you know will work

81. Sherif's study of intergroup conflict found that _____ can be a strategy to eliminate rivalry.
    A. shooting fireworks together
    B. establishing a common enemy
    C. working toward a common goal
    D. contacting in a pleasant situation

Continued...

82. Carl has always been aiming to be promoted as a manager and his hard work has now paid off. He is now promoted as the manager of his company and he gets a thousand ringgit of salary increment. The pay increase represents a(n) _____.
    A. goal
    B. want
    C. need
    D. interest

83. When people with shared and opposed interests attempt to come to agreement, they tend to have a(n) _____.
    A. mediation
    B. arbitration
    C. meditation
    D. negotiation

84. Compromise is preferred over problem-solving negotiation when _____.
    A. there is a short of time for negotiation
    B. bonus points are given for compromise
    C. both parties want to win the negotiation
    D. no one wants to discuss the issue any longer

85. A couple is arguing and the boyfriend says "sorry" to stop the fight. The boyfriend is using _____ strategy in conflict management.
    A. forcing
    B. smoothing
    C. withdrawing
    D. compromising

86. Your success as a negotiator largely depends on showing the other person how his or her wants and goals can be met through accepting your proposals. The keystone to careful listening is _____.
    A. accepting
    B. theorising
    C. modelling
    D. paraphrasing

87. Which of the following is **NOT** encouraged in negotiation activity?
    A. Empower the other person
    B. Express cooperative intentions
    C. Focus on wants and interests, not positions
    D. Not revealing both parties interests and fear that people will take advantage on them

Continued...

88. Which type of the following interdependences is **NOT** inherent in any negotiation?
    A. material interdependence
    B. outcome interdependence
    C. information interdependence
    D. participation interdependence

89. In considering a goal dilemma, negotiators much consider how to _____.
    A. reach an agreement in the time available
    B. manage conflicting offers from the other side
    C. reach an agreement favorable to self and not to the other
    D. reach an agreement favorable to self and agreeable to other

90. _____ would likely to happen when people feel more anonymous within a crowd; they are more likely to be aggressive.
    A. Groupthink
    B. Egocentrism
    C. Social loafing
    D. Deindividuation

91. Social facilitation and social loafing are different in term of _____.
    A. group polarization
    B. evaluation concern
    C. cognitive dissonance
    D. informational influence

92. When working in groups, people tend to exert less effort than if they are working alone. This tendency is known as _____.
    A. social loafing
    B. social inhibition
    C. social dissonance
    D. social inconsistency

93. Anita had not prepared enough for the poem recitation she stammered while reciting it in front of the class. After class, she recited it perfectly alone in front of the mirror. Anita was probably demonstrating _____.
    A. social loafing
    B. social facilitation
    C. social impairment
    D. social comparison

94. Free riders are those _____.
    A. who work in group sincerely
    B. who benefit from the group with full cooperation
    C. who benefit from the group but give little in return
    D. who has not gain any benefit from the group despite of their contribution

Continued...

95. Siti conducted an experiment on conformity to group of students in a local college. In the experiment, she found out that if the first five students give the wrong answer, the sixth person is likely to _____.
    A. show signs of reactance
    B. identify the right answer
    C. give the same wrong answer
    D. say that the answers are wrong

96. Which of the following is **NOT** a symptom of groupthink?
    A. Closed-mindedness
    B. Diversity of group opinion
    C. Increased conformity pressure
    D. Overestimation of one's ingroup

97. Intergroup contact often produces an _____ in which we hold less favourable opinions of groups to which we do not belong.
    A. ingroup bias
    B. outgroup bias
    C. intergroup bias
    D. ingroup-outgroup bias

98. Social loafing would be least likely to occur in a _____.
    A. work crew building a new railway
    B. race where each team member's performance is timed
    C. girls' club trying to raise money by holding a car wash
    D. gathering where each member contributes whatever food they have

99. Social facilitation is the term used to describe the tendency for the presence of others to _____.
    A. enhance performance
    B. affect our likelihood to help
    C. make a person more extroverted
    D. make a person more introverted

100. In order to make sure that all students contribute in their group assignment, the lecturer should _____.
    A. have members switch groups halfway through the project
    B. sit beside the students when they are doing their assignment
    C. assign projects that allow her to evaluate individual member's contributions
    D. give everyone in each group the same grade, based on the final work submitted by the group

End of Paper